Memorandum

Date:

October 1, 2008

To:

Border Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

El Centro Area

File No.:

625.12028.10320

Subject:

CHAPTER 8, PUBLIC REACTION, SELF INSPECTION

Attached is the 2008 Chapter 8, Public Reaction, self inspection for the El Centro Area. The Area did not identify any deficiencies during the inspection. If you have any questions, please contact Lieutenant Edward Martinez at (760) 482-2500.

Sincerely,

Æ JONES, Captain

Attachmen

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

BOYCALIFORNIA HIGHWAY PATROL

FIL Centro

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
El Centro	Border	625
EVALUATED BY		DATE
Lt. Martinez, Sgt	. Lopez, Officer Boerner	09/30/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYP	E OF	EVALUATION				SUSPENSE	DATE				
L	Fo	rmal Evaluation	✓ Infor	mal Evaluation							
FOLI	LOW-	UP REQUIRED		Correction Report	/	COMMAND	ER'S REVIE	W		DATE	100
	Ye	s 🗸 No		BY		-/1	\Rightarrow			10/3	3/08'
1.	1. COMMUNITY OPINION				Yes		No No	JIRED	N/A		
	a. I	How does the comr	nunity as	a whole feel about the De	epartment?		Those co	ntacted feel the C	HP is doing	an excellent	job with
		public service and	traffic en	forcement.			Ĺ				
	(1) Do all sectors o	of the com	munity have the same op	oinion?					☑ Yes	☐ No
b	o. H	Has good rapport be	een estab	lished with leaders within	the comm	unity?				✓ Yes	No
C). [Do people believe th	ne Departi	ment represents their bes	st interests'	?				☑ Yes	☐ No
d	ł. C	Does the Departmen	nt have th	e reputation of impartially	enforcing	laws?				☑ Yes	☐ No
е	e. C	Oo people in the cor	mmunity fo	eel the Department is doi	ng a good j	ob?				✓ Yes	☐ No
f.		low does the reputa	ation of th	e Department compare w	vith other ag	gencies ir	the are	a?	Excellent.		
2. T	HE	OFFICER AND PU	BLIC CO	NTACTS		evaluated Yes) ((No No	IRED	CORRECTED N/A	
а	. V	Vhat procedures ha	ve been e	established to handle pos	itive and/or	negative	comme	nts by pleased/dis	spleased mo	torists?	Positive
	C	comments are docu	mented or	n the officer's CHP 100 f	orm; negat	ive comn	nents are	handled according	ngly to depar	rtmental poli	cies.
	(1) What is the ratio	of compl	iments to complaints?	Not meas	urable; n	o statisti	cal data available.			
	(2	?) Does it appear o	officers are	e making successful publ	lic contacts	?				√ Yes	☐ No
	(3	s) Is recognition given	ven to the	complimented officers?						☑ Yes	□No
		(a) How? Add	lressed in	briefings, CHP 100 form	n comment	s, CHP 1	18's.	500 le			
	(4) Has an effort be	en made	to determine why some o	officers are	more suc	cessful a	at positive public o	contacts?	Yes	☑ No
	(5) Are officers with	patterns (of complaints provided wi	ith correctiv	e trainin	g and dir	ection?		☑ Yes	☐ No
b.	Ва	ased on informatior	from the	public appearing at the A	Area office	to clear c	itations,	what is the gener	al opinion of	Area officers	?
	V	iolators were treat	ed with re	spect and courtesy. The	y were ple	ased not	to pay a	clearance fee for	correctable	violations.	
	(1)) What is the opini	on of the	public appearing at court	regarding	Area offi	cers?	Not s	olicited; hov	vever, Area c	only
		received one cit.	izen's con	ıplaint during the first th	ree quarter	s of 2008	3 from a	traffic violator or	nly after he v	vas found gu	ilty in
		court.								al	

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(2) What, if any, other methods are utilized to determine public	opinion of Area officers?	? S	Supervision and mar	nagement
interact with the public and governmental officials on a re-	gular basis.			
3. NEWS MEDIA	Yes	Non	CORRECTED N/A	
a. Have guidelines been established to foster harmonious relations	with the new media?		☑ Yes	□No
(1) Does the media treat the Department favorably?			✓ Yes	☐ No
(2) Are media representatives satisfied with their relationship w	ith the Department?		√ Yes	☐ No
(a) Has good rapport been established between Area pers	onnel and the media?		✓ Yes	□No
(3) Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	☑ Yes	□No
b. Have procedures been established for the routine dissemination	of accident/incident info	rmation?	√ Yes	□No
(1) Is "Code 20" or a similar device used for more spectacular in	ncidents?		√ Yes	□No
(a) How are other kinds of news information disseminated	to the media?	News releases	faxed daily; routine	telephone
calls to & from the local media				
c. Are there specially prepared and coordinated programs to handle	e specific traffic problem	s?	√ Yes	□No
(1) Are multi-lingual programs emphasized?			☑ Yes	☐ No
(2) Are public affairs press releases distributed to the public in a	a timely manner?		✓ Yes	☐ No
(3) Is there adequate media involvement at local Area events?				☐ No
d. How are releases produced by headquarters distributed?	Faxed to all local media	with follow-up te	lephone calls as nee	eded.
(1) Is there follow-up to ensure releases are received in a timely	manner, and meet the r	needs of the media	a? 🗸 Yes	☐ No
(2) Who is responsible to monitor the media for items concerning	g the Department?	Area public	c affairs officer.	
(a) Are significant items sent to headquarters?			√ Yes	□No
(3) Are harmonious relations established and maintained with th	e media by the PAO?		√ Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities?			☑ Yes	☐ No
4. SCHOOLS	EVALUATED Yes	ACTION REQUIRED	CORRECTED N/A	
A. Has the commander identified problems that should be resolved to	1 4 4 4	-2700GX	✓ Yes	☐ No
(1) Who supervises the program? Area Gunnande			✓ Yes	☐ No
(2) Is preplanning evident in the school program?			√ Yes	☐ No
(3) Is the program designed and directed toward the solution of	specific problems?		✓ Yes	No
(4) Are activities discussed and planned with school administrate			✓ Yes	☐ No
(5) Has the program been approved by the commander?			✓ Yes	☐ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

0111	1001	10.01.0.00				
	(6) Does the program follow departmental priorities?			✓ Yes	□No
	(7)	Are all grade levels included?			√ Yes	☐ No
	(8)	How is the success of the program measured? Partic	cipants evaluations (Ver	bal/written)		
-						
	(9)	Is it successful?			√ Yes	☐ No
	(10	Are activities coordinated in conjunction with Division recrui	itment efforts?		√ Yes	☐ No
5. F	PUB	LIC AFFAIRS PROGRAM	Yes	ACTION REQUIRED No	CORRECTED N/A	
a.	На	is the commander identified problems that should be resolved	through the Public Affair	s Program?	☑ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups	s within the community?		✓ Yes	☐ No
	(2)	Are ethnic groups' problems considered?				☐ No
	(3)	Are bilingual officers utilized?			✓ Yes	☐ No
	(4)	Is the current Strategic Plan emphasized when and where ap	ppropriate?		☑ Yes	☐ No
b.	Do	es the commander keep the PAO fully briefed on current situal	tions which may be new	sworthy?	√ Yes	☐ No
	(1)	Does the PAO report directly to the commander on public aff	airs matters?		√ Yes	☐ No
	(2)	Does the PAO concentrate most of his/her efforts toward stra	ategic goals other depart	tmental concerns?	✓ Yes	☐ No
	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	☐ No
	(4)	What action does the commander initiate when the goals of the	he Strategic Plan are no	t adequately address	ed? Me	ets with
		public affairs officers to address issues.				
	(5)	Is the PAO addressing issues assigned to him/her in a timely	manner?		✓ Yes	☐ No
C.	Is th	ne commander involved in public contacts?			☑ Yes	□No
	(1)	Is membership maintained in a service club, safety council, e	tc.?		✓ Yes	☐ No
	(2)	Does the commander accept regular speaking engagements,	, or are these delegated	to subordinates?	Сол	mmander
		attends local engagements and will address issues when asked	ed. Occasionally, the co	ommander will delega	ite speaking en	gagements
		to the public affairs officer.				
		(a) If experience is lacking, is the commander doing anything	g to correct this?		✓ Yes	☐ No
	(3)	Are supervisors involved in the community?			√ Yes	□No
		(a) Do they make public appearances?			☑ Yes	☐ No
		(b) Is training provided for those who lack experience?			☑ Yes	☐ No
	(4)	Are all supervisors aware of strategic goals and the approach taken towards them?	the public affairs progra	am has	☑ Yes	□No
		(a) Are action steps being addressed in a timely manner?			☑ Yes	□No

AREA MANAGEMENT EVALUATION

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CHE	453H (Rev. 5-06) OF1 009		
d	Are all employees encouraged to understand and participate in public affairs programs?	☑ Yes	☐ No
	(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	☐ No
	(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	√ Yes	☐ No

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA 645	DIVISION Border	NUMBER
EVALUATED BY		DATE
Sgt. C. Lloyd,	#12462	08/21/2008

INSTRUCTIONS: Indicate items reviewed by piacing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired

TOTTI Call	be completed in penic	properties and the Supplement of	an be handwiller	i ii desired.		
TYPE OF EVALUATION Formal Evaluation Informal Evaluation			SUSPENSE DATE			
FOLLOW-UPF		Correction Report	COMMINDER'S REVI) /	BW	08
1. COMM	IUNITY OPINION		EVALUATED	ACTION REQUIRED	CORRECTED	
a Ha	us do oo the community or		06/12/08	None	N/A	
	<u>_</u> _	s a whole feel about the Departme		n Diego Union-Tribune, has ra		ories
(A	ttached) about the Depar	tment as a whole, but there is no k	mown articles speci	fic and negative in nature abou		
(1)	Do all sectors of the co	mmunity have the same opinion?			Yes	✓ No
b. Ha	s good rapport been esta	blished with leaders within the co	mmunity?		√ Yes	☐ No
c. Do	people believe the Depa	rtment represents their best intere	ests?		✓ Yes	☐ No
d. Do	es the Department have	the reputation of impartially enforc	cing laws?		√ Yes	☐ No
e. Do	people in the community	feel the Department is doing a go	ood job?		√ Yes	☐ No
f. Ho	w does the reputation of	the Department compare with other	er agencies in the a	rea? We compar	re excellent in	some areas
and	d need to improve in other	ers.				
2. THE O	FFICER AND PUBLIC C	ONTACTS	08/21/08	ACTION REQUIRED None	CORRECTED N/A	
a. Wh	at procedures have beer	n established to handle positive ar	nd/or negative comr	nents by pleased/displeased r	notorists?	Citizens'
CO1	mplaint process, informa	l process, traffic complaint proces	s and the internet.			
(1)	What is the ratio of com	apliments to complaints? 25% r	nore compliments the	han complaints.		
(2)	Does it appear officers	are making successful public cont	tacts?		√ Yes	☐ No
(3)	Is recognition given to t	he complimented officers?			√ Yes	☐ No
	(a) How? By differen	t positive levels of documentation	that fit the complir	ment that will be placed in thei	r personnel fi	le.
(4)	Has an effort been mad	e to determine why some officers	are more successf	ul at positive public contacts?	✓ Yes] No
(5)	Are officers with pattern	s of complaints provided with cor	rective training and	direction?	√ Yes	☐ No
b. Bas	sed on information from t	he public appearing at the Area o	ffice to clear citation	ns, what is the general opinion	of Area office	ers?
Th	e general opinion from th	ne random surveys were that the o	fficers are doing a g	good job. Refer to page 4 nam	ative section	of this
rep	ort for survey results.					
(1)	What is the opinion of the	ne public appearing at court regar	ding Area officers?	The San Diego	Area has grea	t
	communication with the	e Courts on a daily bases. The Co	ourts advise when a	n officer missed a court case a	nd if there wa	s any
,	problems or concerns fi	rom them or the citizen involved i	in the case. No maj	or incidents have been identifi	ed.	

AREA MANAGEMENT EVALUATION

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	(2) What, if any, other methods are utilized to determine public opin	nion of Area officers?	None. 7	The current pr	ocesses
	that are in place will identify if there are any issues that need to	be addressed.			
3.	NEWS MEDIA		ACTION REQUIRED None	CORRECTED N/A	
- 6	a. Have guidelines been established to foster harmonious relations with	h the new media?		√ Yes	☐ No
	(1) Does the media treat the Department favorably?		☐ No		
	(2) Are media representatives satisfied with their relationship with the	he Department?		☑ Yes	☐ No
	(a) Has good rapport been established between Area personne	el and the media?		☑ Yes	□No
	(3) Have personnel emphasized the Strategic Plan goals when pos	sible and applicable?		☑ Yes	☐ No
t	b. Have procedures been established for the routine dissemination of a	accident/incident infor	mation?	✓ Yes	☐ No
	(1) Is "Code 20" or a similar device used for more spectacular incid	ents?		√ Yes	☐ No
	(a) How are other kinds of news information disseminated to the	ne media?	Fax CHP 288's to Me	dia/Phone	
	interviews/Ride-alongs/Press conferences				
C	c. Are there specially prepared and coordinated programs to handle sp	ecific traffic problems	?	✓ Yes	☐ No
	(1) Are multi-lingual programs emphasized?			✓ Yes	☐ No
	(2) Are public affairs press releases distributed to the public in a time	nely manner?		√ Yes	☐ No
	(3) Is there adequate media involvement at local Area events?			✓ Yes	□No
d	d. How are releases produced by headquarters distributed? Upon	n receiving the e-mail	led news release inform	nation from	
	Headquarters - Area specific information will be added and the new	s release is sent to the	e media.	-	
	(1) Is there follow-up to ensure releases are received in a timely ma	anner, and meet the n	eeds of the media?	☑ Yes	□No
	(2) Who is responsible to monitor the media for items concerning the	ne Department?	The Area's Publi	c Affairs Offic	cer.
	(a) Are significant items sent to headquarters?			☑ Yes	☐ No
	(3) Are harmonious relations established and maintained with the m	nedia by the PAO?		✓ Yes	☐ No
	(4) Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	☐ No
4. \$	SCHOOLS		ACTION REQUIRED None	CORRECTED N/A	
а	a. Has the commander identified problems that should be resolved thro	ough the public affairs	program?	✓ Yes	☐ No
	(1) Who supervises the program? THE Seen Puz	We AFFAIRS	OFFICER	☑ Yes	□No
	(2) Is preplanning evident in the school program?			√ Yes	☐ No
	(3) Is the program designed and directed toward the solution of spe	ecific problems?		√ Yes	☐ No
	(4) Are activities discussed and planned with school administrators	?		√ Yes	☐ No
	(5) Has the program been approved by the commander?			☑ Yes	☐ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6)	Does the program follow departmental priorities?	√ Yes	☐ No
	(7)	Are all grade levels included?	√ Yes	☐ No
	(8)	How is the success of the program measured? The six programs curently being conducted at t	he San Diego Are	a at all
		grade levels are in great demand. There is also positive feedback from the participates,		
	(9)	Is it successful?	√ Yes	☐ No
	(10	Are activities coordinated in conjunction with Division recruitment efforts?	√ Yes	☐ No
5. P	UBL	LIC AFFAIRS PROGRAM EVALUATED 07-17-08 ACTION REQUIRED None	corrected N/A	
a.	Has	s the commander identified problems that should be resolved through the Public Affairs Program?	√ Yes	☐ No
	(1)	Does the Public Affairs Program reach all appropriate groups within the community?	√ Yes	☐ No
	(2)	Are ethnic groups' problems considered?		□ No
	(3)	Are bilingual officers utilized?	√ Yes	☐ No
	(4)	Is the current Strategic Plan emphasized when and where appropriate?	☑ Yes	☐ No
b.	Doe	es the commander keep the PAO fully briefed on current situations which may be newsworthy?	√ Yes	☐ No
	(1)	Does the PAO report directly to the commander on public affairs matters?	√ Yes	☐ No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns	s?	☐ No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns Does the PAO review the Strategic Plan quarterly?	s?	□ No
	(3)		√ Yes	☐ No
	(3)	Does the PAO review the Strategic Plan quarterly?	☑ Yes	□ NO SESSES TH
	(3)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately add	☑ Yes	□ No SESSES TH
	(3)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary change	☑ Yes	□ No SESSES TH
C.	(3) (4)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary changemonitored.	☑ Yes dressed? HE ♠S ges will be made a	□ No SESSES TH
C.	(3) (4) (5)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner?	✓ Yes dressed? HE AS ges will be made a ✓ Yes	□ No SESSES TH nd □ No
C.	(3) (4) (5)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? the commander involved in public contacts?	✓ Yes dressed? HE AS ges will be made a ✓ Yes ✓ Yes ✓ Yes	□ No SESSES TH nd □ No □ No
C.	(3) (4) (5) Is th	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? The commander involved in public contacts? Is membership maintained in a service club, safety council, etc.?	✓ Yes dressed? HE AS ges will be made a ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	No SESSES TH No No No No ne Area
C.	(3) (4) (5) Is th	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? The commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these delegated to subordinates.	✓ Yes dressed? HE AS ges will be made a ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	No SESSES TH nd No No No no ne Area
C.	(3) (4) (5) Is th	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adequarent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? The commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these delegated to subordinates: Commander recieves all requests and will appear and speak at as many engagements as possible. The	✓ Yes dressed? HE AS ges will be made a ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	No SESSES TH No No No No ne Area
C.	(3) (4) (5) Is the (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adequarent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? The commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these delegated to subordinates: Commander receives all requests and will appear and speak at as many engagements as possible. The will assign to the Public Affairs Officer and or alternates.	Yes dressed? HE AS ges will be made a Yes Yes Yes Yes ose that he cannot	No SESSES THAT NO No No No Area attend he
C.	(3) (4) (5) Is the (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adequarent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? The commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these delegated to subordinates: Commander recieves all requests and will appear and speak at as many engagements as possible. The will assign to the Public Affairs Officer and or alternates. (a) If experience is lacking, is the commander doing anything to correct this?	Yes dressed? HE AS ges will be made a Yes Yes Yes Yes Yes Yes Yes Ye	No SESSES THAT NO No No No No attend he
C.	(3) (4) (5) Is the (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? The commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these delegated to subordinates: Commander recieves all requests and will appear and speak at as many engagements as possible. The will assign to the Public Affairs Officer and or alternates. (a) If experience is lacking, is the commander doing anything to correct this? Are supervisors involved in the community?	Yes dressed? HE AS ges will be made a Yes Yes Yes Yes Yes Yes Yes Ye	No SESSES THAT IND NO
C.	(3) (4) (5) Is the (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the Strategic Plan are not adequately adecurrent process to see if the goals are being met and if they are not being met, than the necessary changemonitored. Is the PAO addressing issues assigned to him/her in a timely manner? The commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these delegated to subordinates. Commander recieves all requests and will appear and speak at as many engagements as possible. The will assign to the Public Affairs Officer and or alternates. (a) If experience is lacking, is the commander doing anything to correct this? Are supervisors involved in the community? (a) Do they make public appearances?	Yes dressed? HE AS ges will be made a Yes Yes Yes Yes Yes Yes Yes Ye	No SESSES THA nd No

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

d.	Are all employees encouraged to understand and participate in public affairs programs?	✓ Yes	☐ No
	(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	e ☑ Yes	☐ No
	(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	☐ No

In reference to question Section 2. b.:

(50) Citizens' Response Questionnaires were sent out to the public by mail on or about June 5, 2008. As of August 21, 2008, the Area Command received the following results:

- Received (16) responses as follows:
- (2) Negative comments
- (2) No responses or advised they were not assisted by the CHP.
- (2) Returned/wrong address
- (10) Positive comments

Findings: Out of the (50) questionnaires mailed to the public only 4% had a negative response.

- (30) Citizens' Responses Questionnaires were handed out to the public as they enter the San Diego Area office from July 14, 2008 to July 31, 2008, with the following results:
- (4) Negative comments
- (26) Positive comments

Findings: Out of the (30) questionnaires handed out to the public only 13.3% had a negative response.

All questionnaires are attached to this report.

Memorandum

Date:

September 18, 2008

To:

Border Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Winterhaven Area

File No.:

620.12233

Subject:

INFORMAL CHAPTER 18 EVALUATION

Winterhaven Area's informal Chapter 18, Public Reaction, evaluation is attached for your review. If you have any questions or require additional information, please feel free to contact Sergeant Lynn Domby at (760) 572-0294.

J. W. SWAIM, Lieutenant

Commander

Attachments

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA DIVISION NUMBER AREA MANAGEMENT EVALUATION 620 Border **PUBLIC REACTION** EVALUATED BY DATE CHP 453H (Rev. 5-06) OPI 009 Sgt. L. Domby, #13209 09/04/2008 INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired. TYPE OF EVALUATION Formal Evaluation ✓ Informal Evaluation FOLLOW-UP REQUIRED COMMANDER'S REVIEW Correction Report DATE Yes √ No 09/18/2008 1. COMMUNITY OPINION ACTION REQUIRED CORRECTED 09/04/2008 None a. How does the community as a whole feel about the Department? Winterhaven Area has an excellent rapport with the small community of Winterhaven, CA and the City of Yuma, AZ which is just across the border. (1) Do all sectors of the community have the same opinion? V Yes ☐ No b. Has good rapport been established with leaders within the community? √ Yes ☐ No Do people believe the Department represents their best interests? √ Yes □ No Does the Department have the reputation of impartially enforcing laws? ✓ Yes ☐ No Do people in the community feel the Department is doing a good job? √ Yes ☐ No How does the reputation of the Department compare with other agencies in the area?

EVALUATED 2. THE OFFICER AND PUBLIC CONTACTS ACTION REQUIRED CORRECTED 09/04/2008 None a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Positive comments are noted on CHP 100 forms and commendable CHP 2's. Negative comments are dealt with through the complaint process. (1) What is the ratio of compliments to complaints? The ratio is 2 compliments to 1 complaint. Does it appear officers are making successful public contacts? √ Yes □ No (3) Is recognition given to the complimented officers? V Yes No (a) How? Comments are made on CHP 100 forms and also commendable CHP 2's are utilized. (4) Has an effort been made to determine why some officers are more successful at positive public contacts? ✓ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

The general consensus is they were treated fairly and respectfully by the citing officer. Frequently comments will be made that this is

observe testimony. In large, the public may not be happy about receiving a citation but it is noted they were treated appropriately

(5) Are officers with patterns of complaints provided with corrective training and direction?

the most patrolled area in California creating a safe route of travel for motorists.

(1) What is the opinion of the public appearing at court regarding Area officers?

due to the command's emphasis on proactive enforcement.

during the stop. Frequently comments are made about this area being the heaviest patrolled in the state.

☐ No

The Department is well respected

V Yes

Supervisors frequently attend court to

AREA MANAGEMENT EVALUATION PUBLIC REACTION

1	(2)	What, if any, other methods are utilized to determine pub	lic opinion of Area office	rs? Area c	ommander and	18
		supervisors attend community meetings to address concer	rns if any arise.			
3.	. NEW:	S MEDIA	EVALUATED 09/10/2008	ACTION REQUIRED	CORRECTED	
	а. На	ve guidelines been established to foster harmonious relation	ons with the new media?	TA TA	☑ Yes	□ No
	(1)	Does the media treat the Department favorably?		162	☑ Yes	□ No
_	(2)	Are media representatives satisfied with their relationship	with the Department?	1 H	✓ Yes	☐ No
		(a) Has good rapport been established between Area pe	ersonnel and the media?		☑ Yes	- No
_	(3)	Have personnel emphasized the Strategic Plan goals whe	en possible and applicat	ole?	√ Yes	□ No
_	b. Ha	ve procedures been established for the routine dissemination	on of accident/incident i	nformation?	☑ Yes	☐ No
_	(1)	Is "Code 20" or a similar device used for more spectacula	r incidents?		✓ Yes	□No
_		(a) How are other kinds of news information disseminate	ed to the media?	The PAO has key co	ntacts at the v	arious
_	-	media and makes arrangements to get the information	out to the public either	in person or by fax.		
_	c. Are	there specially prepared and coordinated programs to han	dle specific traffic probl	ems?	√ Yes	□ No
_	(1)	Are multi-lingual programs emphasized?			☑ Yes	☐ No
_	(2)	Are public affairs press releases distributed to the public in	n a timely manner?		✓ Yes	☐ No
_	(3)	Is there adequate media involvement at local Area events	?		√ Yes	☐ No
_	d. Ho	ware releases produced by headquarters distributed?	The PAO makes the n	ecessary changes to be A	rea specific ar	nd then gets
_	the	commander's approval prior to release. The PAO makes p	personal contact in an at	tempt to get the message	broadcast and	will also
	uti	lize a mass faxing of the releases.				
	(1)	Is there follow-up to ensure releases are received in a time	ely manner, and meet th	ne needs of the media?	√ Yes	☐ No
	(2)	Who is responsible to monitor the media for items concern	ning the Department?	The current PA	O, Officer M.	Peace, is
		responsible for monitoring and reporting the concerns to t	he Area commander.			
		(a) Are significant items sent to headquarters?			√ Yes	☐ No
	(3)	Are harmonious relations established and maintained with	the media by the PAO?	?	√ Yes	☐ No
	(4)	Are strategic goals emphasized at PAO/TMC activities?			√ Yes	☐ No
-	SCHO		09/11/2008	ACTION REQUIRED None	CORRECTED	
_	a. Has	the commander identified problems that should be resolve	ed through the public aff	airs program?	√ Ves	☐ No
	(1)	Who supervises the program? 56T . D . A	JUNEZ		☑ Yes	☐ No
_	(2)	Is preplanning evident in the school program?			☑ Yes	☐ No
_		Is the program designed and directed toward the solution of			☑ Yes	☐ No
		Are activities discussed and planned with school administr	ators?		☑ Yes	☐ No
	(5)	Has the program been approved by the commander?			☑ Yes	☐ No
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STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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(6)	Does the program follow departmental priorities?	✓ Yes	☐ No
(7)	Are all grade levels included?	✓ Yes	☐ No
(8)	How is the success of the program measured? Feedback is solicited from school administrators as	s well the orga	anizers of
. 15.	various public affairs events.		
(9)	Is it successful?	√ Yes	□ No
(10	Are activities coordinated in conjunction with Division recruitment efforts?	✓ Yes	No No
5. PUBL	IC AFFAIRS PROGRAM EVALUATED 09/11/2008 None	CORRECTED	
a. Ha	s the commander identified problems that should be resolved through the Public Affairs Program?	√ Yes	☐ No
(1)	Does the Public Affairs Program reach all appropriate groups within the community?	√ Yes	□ No
(2)	Are ethnic groups' problems considered?	√ Yes	□ No
(3)	Are bilingual officers utilized?	✓ Yes	☐ No
(4)	Is the current Strategic Plan emphasized when and where appropriate?	√ Yes	☐ No
b. Doe	es the commander keep the PAO fully briefed on current situations which may be newsworthy?	√ Yes	☐ No
(1)	Does the PAO report directly to the commander on public affairs matters?	√ Yes	☐ No
(2)	Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	✓ Yes	☐ No
(3)	Does the PAO review the Strategic Plan quarterly?	√ Yes	☐ No
(4)	What action does the commander initiate when the goals of the Strategic Plan are not adequately address	sed? T	he PAO will
	be unitized to disseminate a public message through the media whether it is concerning stepped up enforce	ement or safe	ty issues.
	Grants are used in conjunction with Area overtime to increase enforcement during key periods to accomp	lish the SMP	goals.
(5)	Is the PAO addressing issues assigned to him/her in a timely manner?	√ Yes	☐ No
c. Is th	e commander involved in public contacts?	✓ Yes	☐ No
(1)	Is membership maintained in a service club, safety council, etc.?	✓ Yes	☐ No
(2)	Does the commander accept regular speaking engagements, or are these delegated to subordinates?	T	he
	commander attends functions in both Winterhaven, CA and the neighboring city of Yuma, A Z . The lim	ited speaking	
	engagements are attended by the commander unless there is a scheduling conflict.		
	(a) If experience is lacking, is the commander doing anything to correct this?	✓ Yes	☐ No
(3)	Are supervisors involved in the community?	✓ Yes	☐ No
	(a) Do they make public appearances?	✓ Yes	☐ No
	(b) Is training provided for those who lack experience?	√ Yes	☐ No
(4)	Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	☑ Yes	☐ No
	(a) Are action steps being addressed in a timely manner?	√ Yes	 No

AREA MANAGEMENT EVALUATION PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	□ No
Emplevent		's are encouraged to participate in community events. Officers frequently coach youth athletics, attend job to	fairs, and oth	her youth

		. Energ			
STATE OF CALIFORNIA	○ (E)	1 /1	1201CDE		14-00 A)
DEPARTMENT OF CALIFORNIA HIGHWAY PATI	ROL	AREA	DIVISION	NUMBER	
AREA MANAGEMENT EVA	ALUATION 6	656 EVALUATED BY		DATE	
PUBLIC REACTION CHP 453H (Rev. 5-06) OPI 009		M.G. Brown, #1118	4	02/19/20	008
INSTRUCTIONS: Indicate iten	ns reviewed by placing a check	in the "Evaluated" box	and/or the "Action R	equired" box	x. If this
form is used as a Correction Re	eport, the "Correction" box shot	uld be initialed and dat	ed as deficiencies are	e corrected.	Answer
individual items with "yes" or "n can be placed on the CHP 454,	o" answers, or fill in the blanks Area Management Evaluation	as indicated. If addition Supplement. The Sur	onal comments are ne oblement should inclu	acessary, the ade significar	e mormation nt findings.
accomplishments or corrective	actions, unresolved items, prob	olems or progress, and	the evaluator's over	all impressio	ns. This
form can be completed in pen of	or pencil, and the Supplement c		esired.		
TYPE OF EVALUATION Formal Evaluation Info	rmal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED	Correction Report	COMMANDER'S REVIEW		DATE	
☐ Yes ☑ No	BY		Travallarations	CORRECTED	
1. COMMUNITY OPINION		EVALUATED	ACTION REQUIRED	CORRECTED	
a How does the community as	a whole feel about the Departmer	nt? See Attached			
a. How does the command do					
(1) Do all sectors of the con	nmunity have the same opinion?			√ Yes	∐ No
b. Has good rapport been estab	olished with leaders within the com	munity?		√ Yes	☐ No
c. Do people believe the Depart	tment represents their best interes	ts?		√ Yes	☐ No
d. Does the Department have the	ne reputation of impartially enforcin	ng laws?		√ Yes	☐ No
e. Do people in the community f	eel the Department is doing a goo	d job?		☑ Yes	☐ No
f. How does the reputation of th	e Department compare with other	agencies in the area?	See Attache	ed	
THE OFFICER AND PUBLIC CO	NTACTS	EVALUATED 02/19/2008	ACTION REQUIRED None	CORRECTED	
a. What procedures have been e	established to handle positive and/			notorists?	
See Attached					
(1) What is the ratio of compl	iments to complaints? 10-1				······································
	e making successful public contact	ts?		✓ Yes	□ No
(3) Is recognition given to the				☑ Yes	☐ No
(a) How? Monthly evalu	ation comments, personal acknow	ledgment, presentation of	f letters received for po	ositive contac	ts

(1) What is the opinion of the public appearing at court regarding Area officers?

(5) Are officers with patterns of complaints provided with corrective training and direction?

Same as above,

√ Yes

√ Yes

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

Professional and informed. The public may have issues with the laws and regulations, but not with the officers who are enforcing them.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts?

☐ No

☐ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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(2) What, if any, other methods are utilized to determine public	c opinion of Area off	icers?	eriodic survey le	etters are giv
to drivers and companies soliciting feedback and comment	is.			
3. NEWS: MEDIA	evaluated 02/19/2008	ACTION REQUIRED None	CORRECTE	iD
a. Have guidelines been established to foster harmonious relation	s with the new media	a?	☑ Yes	☐ No
(1) Does the media treat the Department favorably?			√ Yes	☐ No
(2) Are media representatives satisfied with their relationship w	ith the Department?		✓ Yes	☐ No
(a) Has good rapport been established between Area pers	onnel and the media	a?	☑ Yes	☐ No
(3) Have personnel emphasized the Strategic Plan goals when	possible and applica	able?	☑ Yes	☐ No
b. Have procedures been established for the routine dissemination	of accident/incident	information?	√ Yes	☐ No
(1) Is "Code 20" or a similar device used for more spectacular in	ncidents?		√ Yes	☐ No
(a) How are other kinds of news information disseminated to	to the media?	Direct contact vi	a telephone or p	personal visit
c. Are there specially prepared and coordinated programs to handle	e specific traffic prob	lems?	☑ Yes	☐ No
(1) Are multi-lingual programs emphasized?			√ Yes	□ No
(2) Are public affairs press releases distributed to the public in a	timely manner?	RI S AND THE RESERVE OF THE SECOND SE	√ Yes	☐ No
(3) Is there adequate media involvement at local Area events?			√ Yes	☐ No
(1) Is there follow-up to ensure releases are received in a timely i	manner, and meet th	ne needs of the media?	? V Yes	☐ No
(2) Who is responsible to monitor the media for items concerning	the Department?	The Facility F	PAO and Comm	ander.
(a) Are significant items sent to headquarters?			☑ Yes	☐ No
(3) Are harmonious relations established and maintained with the	media by the PAO?		√ Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities?				☐ No
CCHOOLS	ALUATED /A	ACTION REQUIRED	CORRECTED	
a. Has the commander identified problems that should be resolved thr	ough the public affa	irs program?	Yes	☐ No
(1) Who supervises the program?	and the same of th	· · · · · · · · · · · · · · · · · · ·	Yes	□ No
(2) Is preplanning evident in the school program?			Yes	☐ No
(3) Is the program designed and directed toward the solution of spe	ecific problems?		☐ Yes	□ No
(4) Are activities discussed and planned with school administrators	?		Yes	☐ No
(5) Has the program been approved by the commander?			Yes	☐ No
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AREA MANAGEMENT EVALUATION

PUBLIC REACTION CHP 453H (Rev. 5-06) OPI 009				
(6) Does the program follow departmental priorities?			☐ Yes	☐ No
(7) Are all grade levels included?			☐ Yes	☐ No
(8) How is the success of the program measured?	- 7			
(9) Is it successful?			Yes	☐ No
(10) Are activities coordinated in conjunction with Division red	ruitment efforts?		☐ Yes	☐ No
5. PUBLIC AFFAIRS PROGRAM	20 A	TION REQUIRED	CORRECTED	
a. Has the commander identified problems that should be resolved	d through the Public Affairs I	Program?	√ Yes	☐ No
(1) Does the Public Affairs Program reach all appropriate grou	ps within the community?	4	✓ Yes	☐ No
(2) Are ethnic groups' problems considered?			☑ Yes	☐ No
(3) Are bilingual officers utilized?			☑ Yes	☐ No
(4) Is the current Strategic Plan emphasized when and where	appropriate?		☑ Yes	☐ No
b. Does the commander keep the PAO fully briefed on current situ	ations which may be newsw	orthy?	☑ Yes	☐ No
(1) Does the PAO report directly to the commander on public a	ffairs matters?		☑ Yes	☐ No
(2) Does the PAO concentrate most of his/her efforts toward st	rategic goals other departme	ntal concerns?	☑ Yes	☐ No
(3) Does the PAO review the Strategic Plan quarterly?			☑ Yes	☐ No
(4) What action does the commander initiate when the goals of	the Strategic Plan are not ac	dequately addres	sed?	
See Attached				
(5) Is the PAO addressing issues assigned to him/her in a timel	y manner?		☑ Yes	☐ No
c. Is the commander involved in public contacts?		Sie de la composition della co	☑ Yes	☐ No
(1) Is membership maintained in a service club, safety council,	etc.?	11016	☑ Yes	☐ No
(2) Does the commander accept regular speaking engagements	, or are these delegated to s	ubordinates?		***********
See Attached				
(a) If experience is lacking, is the commander doing anythin	g to correct this?	viii-	Yes	☐ No
(3) Are supervisors involved in the community?			✓ Yes	□ No
(a) Do they make public appearances?	110000000000000000000000000000000000000	and the second	✓ Yes	☐ No
(b) Is training provided for those who lack experience?	E 1 - 100 11 - 11 - 11 - 11 - 11 - 11 -		✓ Yes	☐ No
(4) Are all supervisors aware of strategic goals and the approach taken towards them?	the public affairs program ha	ds.		□ No
(a) Are action steps being addressed in a timely manner?			✓ Yes	

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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d.	Are	e all employees encouraged to understand and participate in public affairs programs?	☑ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	√ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	☐ No

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AREA MANAGEMENT EVALUATION

Chapter 8: Public Reaction

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1. COMMUNITY OPINION

The Inspection Facility, like the Department, enjoys a positive reputation within its area of responsibility. Although allied agencies have experienced some negative publicity, the Department is viewed as fair and impartial by local public officials and surrounding community citizenry. Conversations with court administrators, judges, and the District Attorney's office indicate that Facility employees are held in high esteem.

2. THE OFFICER AND PUBLIC CONTACTS

The Facility has a system in place to document comments from citizens regarding contacts from officers. When individuals appear at the front counter to comment on an employee, supervisors personally handle the contact. Verbal comments are relayed to the involved employee and appropriate CHP 100 Form comments are made. Positive contacts are acknowledged in front of peers by supervisors. Letters and notes of appreciation are presented to the employee and a copy placed in their personnel file. Citizens are provided with a written reply, when appropriate. Supervisors take every opportunity to personally contact drivers who enter the Facility. The consensus of the Facility management team is that commercial vehicle drivers have a positive opinion of the Facility operation and the Department overall.

3. NEWS MEDIA

Both the Commander and public affairs officer monitor the media for issues concerning commercial enforcement. Relations are good with all media outlets in the Inland Empire and desert communities. The media treats the Department very favorably. Media inquiries are the responsibility of the PAO who conducts interviews and facility tours. Noteworthy events like special commercial vehicle enforcement programs are handled by the facility PAO in coordination with departmental and Division personnel.

4. SCHOOLS

5. PUBLIC AFFAIRS PROGRAM

School programs and public affairs matters are the responsibility of the Host Area. However, it is not uncommon for Inspection Facility personnel to assist with programs that deal with commercial vehicle enforcement either in the schools or at a place of business. The PAO is actively involved in the community out-reach program directed at commercial vehicle industry. Several officers participate in public affairs programs at the elementary schools attended by their children. The Facility EDC Team is routinely called upon to assist Area in school presentations and demonstrations.

M.G. BROWN, Sergeant

STATE OF CALIFORNIA CHAPT	ER 8				
STATE OF CALIFORNIA CALIFORNIA HIGHWAY PATR		AREA	DIVISION	NUMBER	
AREA MANAGEMENT EVA		630	Border		
PUBLIC REACTION		EVALUATED BY		DATE	
CHP 453H (Rev. 5-06) OPI 009		J. D. Rice / Sergeant	11907	09/04/2008	
fc s used as a Correction Reindividual items with "yes" or "n can be placed on the CHP 454 accomplishments or corrective	ns reviewed by placing a check in apport, the "Correction" box should o" answers, or fill in the blanks as Area Management Evaluation Suactions, unresolved items, proble or pencil, and the Supplement car	be initialed and date indicated. If addition upplement. The Supp ems or progress, and	d as deficiencies are on the comments are necested the evaluator's overall	corrected. An essary, the in e significant fi	swer formation ndings,
TYPE OF EVALUATION		SUSPENSE DATE			
☐ Formal Evaluation ☐ Info	ormal Evaluation				
FOLLOW-UP REQUIRED	Correction Report	COMMANDER'S REVIEW		DATE	
☐ Yes ☑ No	BY	North	LD, COPT	9.25.	08
1. COMMUNITY OPINION		EVALUATED Yes	ACTION REQUIRED None	CORRECTED	
a. How does the community a	s a whole feel about the Department	? See Summary.			
(1) Do all sectors of the co	mmunity have the same opinion?			√ Yes	☐ No
b. Has good rapport been esta	ablished with leaders within the comm	munity?		☑ Yes	☐ No
c. Do people believe the Depa	artment represents their best interests	s?		√ Yes	☐ No
d. Does the Department have	the reputation of impartially enforcing	g laws?		√ Yes	☐ No

EVALUATED

Yes

(a) How? Copies of letters attached to their personnel file after reviewed and initialed by officer, CHP 100 form comments.

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

Most of the members of the public feel that they are treated fairly and impartially. The general consensus is that our officers are

a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists?

(4) Has an effort been made to determine why some officers are more successful at positive public contacts?

(5) Are officers with patterns of complaints provided with corrective training and direction?

(1) What is the opinion of the public appearing at court regarding Area officers?

e. Do people in the community feel the Department is doing a good job?

(2) Does it appear officers are making successful public contacts?

(1) What is the ratio of compliments to complaints?

(3) Is recognition given to the complimented officers?

local allied agencies.

Summary.

2. THE OFFICER AND PUBLIC CONTACTS

courteous, and professional.

How does the reputation of the Department compare with other agencies in the area?

√ Yes

Equal to, or much higher than the

CORRECTED

√ Yes

√ Yes

Yes

√ Yes

Most feel that they were treated fairly.

ACTION REQUIRED

None

☐ No

See

☐ No

☐ No

V No

☐ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(2)	What, if any, other methods are utilized to determine publ	ic opinion of Area off	cers?		
	1				190	
3.	NEW	S MEDIA	Yes Yes	ACTION REQUIRED None	CORRECTED	
	а. На	ve guidelines been established to foster harmonious relatio	ns with the new med	a?	√ Yes	☐ No
	(1)	Does the media treat the Department favorably?			☑ Yes	☐ No
	(2)	Are media representatives satisfied with their relationship	with the Department	?	✓ Yes	☐ No
		(a) Has good rapport been established between Area pe	rsonnel and the med	ia?	✓ Yes	☐ No
	(3)	Have personnel emphasized the Strategic Plan goals whe	en possible and appli	cable?		☐ No
	b. Ha	ve procedures been established for the routine dissemination	on of accident/incide	nt information?	√ Yes	☐ No
	(1)	Is "Code 20" or a similar device used for more spectacula	r incidents?		☑ Yes	☐ No
		(a) How are other kinds of news information disseminate	ed to the media?	Via CHP 288's, Ne	ws Release, by	the Public
		Affairs Officer, Area Management, and the field pers	onnel.			
	c. Ar	e there specially prepared and coordinated programs to han	ndle specific traffic pr	oblems?	✓ Yes	☐ No
	(1)	Are multi-lingual programs emphasized?			√ Yes	□No
	(2)	Are public affairs press releases distributed to the public i	n a timely manner?		√ Yes	☐ No
	(3)	Is there adequate media involvement at local Area events	5?		☑ Yes	☐ No
	d. Ho	w are releases produced by headquarters distributed?	See summary.			
	(1)	Is there follow-up to ensure releases are received in a time	ely manner, and mee	et the needs of the media?	☑ Yes	□No
	(2)	Who is responsible to monitor the media for items concer	ning the Department	? The Area Com	ımander, Lieute	enant, and
		Public Affairs Officer.		16		
		(a) Are significant items sent to headquarters?			√ Yes	☐ No
	(3)	Are harmonious relations established and maintained with	n the media by the Pa	40?	✓ Yes	☐ No
	(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	☐ No
4.	SCH	ools	EVALUATED Yes	ACTION REQUIRED None	CORRECTED	
	a. Ha	s the commander identified problems that should be resolve	ed through the public	affairs program?	☑ Yes	☐ No
	(1)	Who supervises the program?			☐ Yes	☐ No
	(2)	Is preplanning evident in the school program?			☑ Yes	□No
	(3)	Is the program designed and directed toward the solution	of specific problems	?	✓ Yes	☐ No
	(4)	Are activities discussed and planned with school administ	trators?		✓ Yes	☐ No
	(5)	Has the program been approved by the commander?			☑ Yes	☐ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
	(6)	Does the program follow departmental priorities?			☑ Yes	No
	(7)	Are all grade levels included?			√ Yes	☐ No
	(8)	How is the success of the program measured? See s	summary.)		
					0.00	
	(9)	Is it successful?			✓ Yes	☐ No
	(10	Are activities coordinated in conjunction with Division recru	uitment efforts?		✓ Yes	☐ No
5. F	UBL	IC AFFAIRS PROGRAM	Yes Yes	ACTION REQUIRED None	CORRECTED	
a.	Has	the commander identified problems that should be resolved	d through the Public Affa	irs Program?	√ Yes	☐ No
	(1)	Does the Public Affairs Program reach all appropriate group	ps within the community?	?	☑ Yes	☐ No
	(2)	Are ethnic groups' problems considered?			✓ Yes	☐ No
	(3)	Are bilingual officers utilized?			✓ Yes	☐ No
	(4)	Is the current Strategic Plan emphasized when and where a	appropriate?		√ Yes	☐ No
b.	Do	es the commander keep the PAO fully briefed on current situ	ations which may be nev	vsworthy?	✓ Yes	☐ No
	(1)	Does the PAO report directly to the commander on public a	uffairs matters?		☑ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward st	rategic goals other depa	rtmental concerns?	√ Yes	☐ No
T	(3)	Does the PAO review the Strategic Plan quarterly?		4	√ Yes	☐ No
	(4)	What action does the commander initiate when the goals or	f the Strategic Plan are r	not adequately address	sed? Di	scussion
		during staff meetings, training days, and briefings.				,
	(5)	Is the PAO addressing issues assigned to him/her in a time	ely manner?		☑ Yes	☐ No
C.	ls tl	ne commander involved in public contacts?	1100 - 1560		✓ Yes	☐ No
	(1)	ls membership maintained in a service club, safety council,	etc.?		Yes	☑ No
	(2)	Does the commander accept regular speaking engagement	ts, or are these delegate	d to subordinates?	Tl:	ie
		Commander accepts all speaking engagements when reques	sted.			
-		(a) If experience is lacking, is the commander doing anyth	ing to correct this?		Yes	☐ No
	(3)	Are supervisors involved in the community?			√ Yes	☐ No
-		(a) Do they make public appearances?			✓ Yes	 No
		(b) Is training provided for those who lack experience?			Yes	✓ No
	(4)	Are all supervisors aware of strategic goals and the approataken towards them?	ch the public affairs prog	ram has	✓ Yes	☐ No
*		(a) Are action steps being addressed in a timely manner?	2.0000000000000000000000000000000000000		✓ Yes	☐ No
_						

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

لہ	Are	e all employees encouraged to understand and participate in public affairs programs?	☑ Yes	☐ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	√ Yes	☐ No

See attached summary,

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (REV. 5-06) OPI009

1. COMMUNITY OPINION

During the course of this evaluation several members of the community representing different social and economic groups were contacted. Those individuals and groups were then asked to provide their perceptions of the community's opinion of the California Highway Patrol. All of the representatives contacted held the Department in very high regard. All felt that the Department is well represented, and is impartial as well as fair in it's dealings with the public. The regard to with which these individuals held the Department, in relation to other agencies, was considered to be equal to, or much higher than the other local allied agencies.

2. THE OFFICER AND PUBLIC CONTACTS

Field patrols, as well as special duty officers have been asked to inform supervisors of any comments, positive or negative, made by the public concerning the California Highway Patrol. All information concerning these contacts with the public is next forwarded to the Field Operations Officer via e-mail, phone conversation, or personally, for review. The information is then forwarded to the appropriate supervisor for any necessary action. Positive comments are passed on to the involved officer for inclusion in their personnel file. Negative comments are researched by the supervisor so that they can determine the appropriate course of action (i.e. counseling, citizen complaint investigation, etc.).

This year to date, Area has received seven citizens' complaints. The complaints were thoroughly investigated and the appropriate corrective actions were taken when necessary.

The Commander and Lieutenant routinely meet with community leaders as well as representatives of allied agencies at public functions and community events. The Commander readily accepts all speaking engagements and has recently spoken at a number of public events including; Rotary, Lions, Elks, Optimist and Foreign Legion Club's, as well as the Coachella Valley Association of Government's meetings. The Public Affairs Officer receives public feedback at various functions, as well as through officers who receive information from the public.

3. NEWS MEDIA

The Public Affairs Officer (PAO) has established a very good rapport with the local newspapers, as well as radio and television stations. The PAO is bilingual and capable of disseminating information in both English and Spanish. Field officers have also developed an outstanding relationship with the news media by meeting their needs in an open, honest and timely manner. As outlined in the Indio Area S.O.P., field officers

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (REV. 5-06) OPI009

complete news releases for all newsworthy events. These news releases are then either faxed or presented verbally to the news media by the PAO. Incidents that may be of significance to media outside the immediate area are distributed by the Indio Communications Center. The Area Commander is the PAO supervisor and she ensures that Border Division is notified of any applicable newsworthy events.

4. SCHOOLS

The school program is designed to meet specific needs as expressed by local school officials in addition to supporting Department safety programs. All grades kindergarten through college are represented in the program. The PAO hosts a START SMART class at the area office once each month during the school year. It is an approximately two hour class involving teens and parents. It targets teen drivers with emphasis on driving distractions, seatbelt usage, driving under the influence (DUI), and primary collision factors (PCF's). In addition, many officers have children attending local schools and they routinely appear at those schools to do presentations promoting safety. Special emphasis is placed on pedestrian / bicycle safety and seat belt usage for the primary grades. In the high schools, the emphasis is on speeding, seat belt usage and sober graduation. Several officers routinely volunteer for grad night activities which provide an alcohol free environment for high school students to celebrate their graduation. The success of the program is measured through feedback from parents and school administrators.

5. PUBLIC AFFAIRS PROGRAM

The Area's public affairs program is designed to resolve problems that are identified by the Area Commander and established in the Strategic Plan. The Area has a very large Hispanic community which has been continually overrepresented in traffic collisions where the use of safety restraints would have reduced the number of injuries and deaths. So to address this important concern, the Area Commander specifically chose a bilingual officer as the PAO. The Area also has several other bilingual officers who have shown excellent skills in dealing with the media. The PAO has done an excellent job of disseminating information to the public via the news media and makes daily appearances on various television and radio stations. The Area Commander and Lieutenant make public contacts on a routine basis and have spoken at many public engagements. The Area's field supervisors are regularly involved with public affairs as they work with allied agencies and the public in setting up numerous community events such as parades, golf tournaments and air shows. The supervisors also often handle media relations at the scenes of traffic collisions and other emergencies. Area supervisors support scheduling adjustments for personnel for various community service activities, including youth sports and by providing safety talks to their children's schools. All Area supervisors are aware of the importance of the public affairs program as it relates to the Strategic Plan and departmental recruitment. Area supervisors do make positive 100 form comments for any officer participating in a public affair activity.

Memorandum

Date:

September 19, 2008

To:

Border Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Rainbow Inspection Facility

File No.:

686.11393.cvr

Subject:

CHAPTER 8 AREA MANAGEMENT EVALUATION

PUBLIC REACTION

Please find attached for your review Rainbow Inspection Facility's recently completed Chapter 8

Area Management Evaluation: *Public Reaction*. Should you have any questions, or wish to discuss its contents, please contact me at (951) 694-0663.

R. W. SPECHT, Lieutenant

Commander

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA Rainbow	DIVISION	NUMBER
Inspection Facility	Border	686
EVALUATED BY		DATE
M. Schieffer, SGT		08/21/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE			
☐ Formal Evaluation ☑ Infor	mal Evaluation				
FOLLOW-UP REQUIRED	Correction Report	COMMANDER'S REVIEW	1 10	DATE	
☐ Yes ✓ No	ВУ	R. W. Specht, LT	welfelt c	- 9-19	-200f
1. COMMUNITY OPINION		Yes	No REQUIRED	CORRECTED	
a. How does the community as	a whole feel about the Department	? The facility enjo	bys the positive rapport	with the publi	c typically
enjoyed by field commands,	specifically impartial and profession	onal treatment of the pub	lic.		
(1) Do all sectors of the con	nmunity have the same opinion?			✓ Yes	□ No
b. Has good rapport been estat	plished with leaders within the comm	nunity?		☑ Yes	☐ No
c. Do people believe the Depar	tment represents their best interest	s?		√ Yes	☐ No
d. Does the Department have the	he reputation of impartially enforcing	g laws?		√ Yes	☐ No
e. Do people in the community	feel the Department is doing a good	d job?		√ Yes	☐ No
f. How does the reputation of the	ne Department compare with other	agencies in the area?	Law enforce	ment agencie	s in this
region collectively enjoy a g	ood reputation with the public.				
2. THE OFFICER AND PUBLIC CO	DNTACTS	Yes Yes	ACTION REQUIRED No	CORRECTED	
a. What procedures have been	established to handle positive and/	or negative comments b	y pleased/displeased m	otorists?	The
complaint process and the co	ommendable documentation process	s adequately addresses v	piced public opinion.		
(1) What is the ratio of comp	oliments to complaints? Positive	comments are the norm	at the facility while com	plaints are a r	arity.
(2) Does it appear officers a	re making successful public contac	ts?		✓ Yes	☐ No
(3) Is recognition given to the	e complimented officers?			☑ Yes	☐ No
(a) How? Positive publ	lic comments are documented via C	Commendable Form 2s a	nd 100C comments.		
(4) Has an effort been made	to determine why some officers are	e more successful at po	sitive public contacts?	✓ Yes	☐ No
(5) Are officers with patterns	of complaints provided with correc	tive training and directio	n?	☑ Yes	☐ No
b. Based on information from the	e public appearing at the Area offic	e to clear citations, what	is the general opinion o	of Area officer	s?
Occasional comments are rec	ceived from commercial vehicle dri	vers regarding the equita	able and professional tre	atment receiv	ed from
facility personnel.	×.				
(1) What is the opinion of the	e public appearing at court regardin	g Area officers?	Neither positive 1	nor negative p	oublic
opinion related to court a	appearances is typically presented to	o the facility.			

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

		(2) What, if any, other methods are utilized to determine public opinion of Area officers? The Commander, supervisors,				ervisors,	
			and Public Affairs / Court Officer monitor public opinion v	ia key public contacts.			
3.	. NE	EWS	MEDIA	Yes Yes	ACTION REQUIRED No	CORRECTED	
_	a.	Ha	ve guidelines been established to foster harmonious relations	s with the new media?		☑ Yes	☐ No
		(1)	Does the media treat the Department favorably?			✓ Yes	☐ No
		(2)	Are media representatives satisfied with their relationship w	ith the Department?		✓ Yes	☐ No
			(a) Has good rapport been established between Area pers	onnel and the media?		☑ Yes	No
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	✓ Yes	☐ No
	b.	Hav	ve procedures been established for the routine dissemination	of accident/incident info	ormation?	√ Yes	☐ No
		(1)	Is "Code 20" or a similar device used for more spectacular i	ncidents?		√ Yes	☐ No
			(a) How are other kinds of news information disseminated	to the media?	Infrequent media inqu	iries are thore	oughly
			addressed by the facility Public Affairs Officer and by	supervisors/management			
	c.	Are	there specially prepared and coordinated programs to handl	e specific traffic problem	is?	✓ Yes	☐ No
		(1)	Are multi-lingual programs emphasized?			☑ Yes	☐ No
		(2)	Are public affairs press releases distributed to the public in a	a timely manner?		☑ Yes	☐ No
		(3)	Is there adequate media involvement at local Area events?			√ Yes	☐ No
	d.	How	v are releases produced by headquarters distributed?	Facility personnel are ap	prised, at daily briefing	s, of releases	of
		pot	ential interest to the public, specifically those who routinely	frequent the facility.			
	((1)	Is there follow-up to ensure releases are received in a timely	manner, and meet the	needs of the media?	✓ Yes	☐ No
	((2)	Who is responsible to monitor the media for items concerning	ng the Department?	Public Affairs Of	fficer/Comma	nder.
			(a) Are significant items sent to headquarters?			☑ Yes	☐ No
	((3)	Are harmonious relations established and maintained with the	ne media by the PAO?		☑ Yes	No
	((4)	Are strategic goals emphasized at PAO/TMC activities?			☑ Yes	☐ No
4.	sci	нос	DLS	EVALUATED No	ACTION REQUIRED No	CORRECTED	
	a. ł	Has	the commander identified problems that should be resolved	through the public affair	s program?	Yes	☐ No
	((1)	Who supervises the program?			Yes	☐ No
	(2)	Is preplanning evident in the school program?			Yes	No
	(:	3)	Is the program designed and directed toward the solution of	specific problems?		Yes	☐ No
	(4	4) ,	Are activities discussed and planned with school administrat	ors?		Yes	☐ No
	(5) 1	Has the program been approved by the commander?			Yes	☐ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

0111 10011 (1101	. 0 00) 01 1 000				
(6) Do	es the program follow departmental priorities?			Yes	☐ No
(7) Are	e all grade levels included?			Yes	☐ No
(8) Ho	w is the success of the program measured?				
(9) Is it	t successful?			☑ Yes	☐ No
(10) At	re activities coordinated in conjunction with Division recru	itment efforts?		√ Yes	☐ No
5. PUBLIC A	AFFAIRS PROGRAM	A STORES	CTION REQUIRED	CORRECTED	
a. Has the	commander identified problems that should be resolved	through the Public Affairs	Program?	√ Yes	☐ No
(1) Doe	es the Public Affairs Program reach all appropriate groups	s within the community?		✓ Yes	☐ No
(2) Are	(2) Are ethnic groups' problems considered?				☐ No
(3) Are	bilingual officers utilized?			☑ Yes	☐ No
(4) Is th	he current Strategic Plan emphasized when and where a	opropriate?		✓ Yes	☐ No
b. Does the	e commander keep the PAO fully briefed on current situa	tions which may be news	worthy?	✓ Yes	☐ No
(1) Doe	es the PAO report directly to the commander on public aff	airs matters?		☑ Yes	☐ No
(2) Doe	es the PAO concentrate most of his/her efforts toward stra	ategic goals other departr	mental concerns?	√ Yes	□No
(3) Doe	es the PAO review the Strategic Plan quarterly?			√ Yes	☐ No
(4) Wha	at action does the commander initiate when the goals of	the Strategic Plan are not	adequately addresse	d? The	
com	nmander reviews assigned action steps to identify areas of	deficiency and provides	further guidance to the	ose with actio	n step
resp	onsibility.				
(5) Is th	ne PAO addressing issues assigned to him/her in a timely	/ manner?		√ Yes	☐ No
c. Is the co	mmander involved in public contacts?			√ Yes	☐ No
(1) Is m	nembership maintained in a service club, safety council, e	etc.?		√ Yes	☐ No
(2) Doe	es the commander accept regular speaking engagements	, or are these delegated	to subordinates?	The	facility
Publ	lic Affairs Officer typically makes public affairs and com-	mercial industry education	on program presentation	ons on behalf	of the
facil	lity.				
(a)	If experience is lacking, is the commander doing anythin	g to correct this?		√ Yes	☐ No
(3) Are	supervisors involved in the community?			√ Yes	☐ No
(a)	Do they make public appearances?			Yes	☑ No
(b)	Is training provided for those who lack experience?	=		✓ Yes	☐ No
	all supervisors aware of strategic goals and the approach towards them?	the public affairs progra	m has	√ Yes	□No
(a)	Are action steps being addressed in a timely manner?			√ Yes	☐ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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d. Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	☐ No
(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	√ Yes	☐ No
(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	☐ No

- 3. a (1) Facility contact with the media is somewhat limited.
- 5. a. (1) The facility Public Affairs Officer participates in child safety seat installation events whenever practicable. Commercial Vehicle Education Program efforts are expended in concert with facility hosted events such as barbecues benefiting the Temecula Special Olympics. On these occasions "Chipper" is in attendance and commercial vehicle driver safety issues, among them seat belt usage, are stressed to visiting drivers. The facility also conducts orientation tours for drivers of major carriers at which time they are acquainted with level 1 inspection procedures, maintenance issues, and documentation requirements.
- 5. d. (1) The names of facility personnel who consistently perform in an exemplary manner are submitted at the invitation of service oriented organizations such as the American Legion and the Elks. Deserving personnel are also recognized at Division awards ceremonies. Key political figures have also visited the facility to recognize superior performers.

Although the facility does not conduct traditional public affairs presentations, the facility Public Affairs Officer provides valuable services to the trucking community via commercial industry education programs and public affairs presentations. The facility enjoys a good relationship with the trucking industry.

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Capistrano	Border	690
EVALUATED BY		DATE
Sgt. S. Doumas		08/25/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

**************************************		SUSPENSE DATE			
TYPE OF EVALUATION Formal Evaluation In	formal Evaluation	09/15/2008			
FOLLOW-UP REQUIRED	Correction Report	COMMANDER'S REVIEW	<u> </u>	DATE	
☐ Yes ☑ No	BY	O.√s	all for	09/	30/50
1. COMMUNITY OPINION		evaluated Yes	ACTION REQUIRED N/A	CORRECTED N/A	
a. How does the community a	as a whole feel about the Departr	ment? The commun	nities of south Orange Co	ounty are very	supportive
of the CHP.		NV/211			
(1) Do all sectors of the co	ommunity have the same opinion	?		√ Yes	☐ No
b. Has good rapport been est	ablished with leaders within the c	community?		☑ Yes	☐ No
c. Do people believe the Dep	artment represents their best inte	erests?		✓ Yes	☐ No
d. Does the Department have	the reputation of impartially enfo	orcing laws?		✓ Yes	☐ No
e. Do people in the communit	y feel the Department is doing a	good job?		√ Yes	□No
f. How does the reputation of	the Department compare with ot	ther agencies in the area?	The CHP i	is viewed as ar	n agency
with higher levels of profe	essionalism and public oriented s	ervices.			
2. THE OFFICER AND PUBLIC	CONTACTS	Yes	ACTION REQUIRED	corrected N/A	
a. What procedures have bee	n established to handle positive a	and/or negative comments	by pleased/displeased m	otorists?	All
comments are reviewed by	the administrative sergeant and	processed according to ca	tegory type.		
(1) What is the ratio of cor	npliments to complaints? 20 to	o 1			
(2) Does it appear officers	are making successful public co	ntacts?		☑ Yes	☐ No
(3) Is recognition given to	the complimented officers?			✓ Yes	☐ No
(a) How? Based on t	he officer's actions the documen	tation could be a CHP 100	form comment or comm	iendable CHP	2
(4) Has an effort been mad	de to determine why some officer	s are more successful at p	ositive public contacts?	☑ Yes	☐ No
(5) Are officers with pattern	ns of complaints provided with co	rrective training and directi	ion?	√ Yes	☐ No
b. Based on information from t	the public appearing at the Area	office to clear citations, who	at is the general opinion o	of Area officers	s?
Positive feedback is provide	led by the public, with the office	rs ' conduct described as b	eing courteous and helpf	ful.	
(1) What is the opinion of t	he public appearing at court rega	arding Area officers?	The public has t	aken note of t	he officers'
good attendance record	d and professional conduct durin	g proceedings.			

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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(2) What, if any, other methods are utilized to determine	public opinion of Area offic	cers? N/A		
3. NEWS MEDIA	Yes	N/A	CORRECTED N/A	
a. Have guidelines been established to foster harmonious re	elations with the new media	1?	√ Yes	☐ No
(1) Does the media treat the Department favorably?			☑ Yes	☐ No
(2) Are media representatives satisfied with their relation	ship with the Department?		✓ Yes	☐ No
(a) Has good rapport been established between Are	a personnel and the media	9?	☑ Yes	☐ No
(3) Have personnel emphasized the Strategic Plan goals	when possible and applica	able?	☑ Yes	□No
b. Have procedures been established for the routine dissem	ination of accident/incident	information?	☑ Yes	☐ No
(1) Is "Code 20" or a similar device used for more specta	cular incidents?		✓ Yes	☐ No
(a) How are other kinds of news information dissemi	nated to the media?	Press releases are p	rovided to the	.,
communications and traffic management centers	s for media access.			
c. Are there specially prepared and coordinated programs to	handle specific traffic prob	olems?	☑ Yes	☐ No
(1) Are multi-lingual programs emphasized?			☑ Yes	☐ No
(2) Are public affairs press releases distributed to the public	olic in a timely manner?		✓ Yes	☐ No
(3) Is there adequate media involvement at local Area ev	ents?		☑ Yes	☐ No
d. How are releases produced by headquarters distributed?	The PAO provides a	all releases via FAX to the	local media	
representatives.				
(1) Is there follow-up to ensure releases are received in a	timely manner, and meet	the needs of the media?	☑ Yes	☐ No
(2) Who is responsible to monitor the media for items cor	ncerning the Department?	The Area's PA	O, Officer C. C	Goodwin,
#14552.				
(a) Are significant items sent to headquarters?			✓ Yes	☐ No
(3) Are harmonious relations established and maintained	with the media by the PAC)?	√ Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities	5?		☑ Yes	☐ No
4. SCHOOLS	EVALUATED Yes	ACTION REQUIRED N/A	CORRECTED N/A	
a. Has the commander identified problems that should be res		ffairs program?	✓ Yes	☐ No
	MMAJDER		☑ Yes	☐ No
(2) Is preplanning evident in the school program?	WIN INCIDENCE		☑ Yes	☐ No
(3) Is the program designed and directed toward the solut	ion of specific problems?		√ Yes	☐ No
(4) Are activities discussed and planned with school admi			✓ Yes	No
(5) Has the program been approved by the commander?			√ Yes	☐ No

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AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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(6) Does the program follow departmental priorities?			✓ Yes	☐ No
(7) Are all grade levels included?			☑ Yes	□ No
(8) How is the success of the program measured? Evaluation	uation forms are provide	d to the attendees for	documented fe	edback.
(9) Is it successful?			✓ Yes	☐ No
(10) Are activities coordinated in conjunction with Division recru	itment efforts?		✓ Yes	☐ No
5. PUBLIC AFFAIRS PROGRAM	Yes Yes	ACTION REQUIRED N/A	CORRECTED N/A	
a. Has the commander identified problems that should be resolved	through the Public Affairs	s Program?	☑ Yes	☐ No
(1) Does the Public Affairs Program reach all appropriate group	s within the community?		∀es	☐ No
(2) Are ethnic groups' problems considered?			√ Yes	☐ No
(3) Are bilingual officers utilized?		=	✓ Yes	☐ No
(4) Is the current Strategic Plan emphasized when and where a	ppropriate?		✓ Yes	☐ No
b. Does the commander keep the PAO fully briefed on current situa	itions which may be news	sworthy?	√ Yes	☐ No
(1) Does the PAO report directly to the commander on public aft	fairs matters?		√ Yes	☐ No
(2) Does the PAO concentrate most of his/her efforts toward stra	ategic goals other depart	mental concerns?	√ Yes	☐ No
(3) Does the PAO review the Strategic Plan quarterly?			☑ Yes	☐ No
(4) What action does the commander initiate when the goals of t	the Strategic Plan are no	adequately addresse	∍d? N/A	A - No
deficiencies have been encountered.				
			All Carlos	
(5) Is the PAO addressing issues assigned to him/her in a timely	y manner?		☑ Yes	☐ No
c. Is the commander involved in public contacts?			✓ Yes	☐ No
(1) Is membership maintained in a service club, safety council, e	etc.?		☑ Yes	□No
(2) Does the commander accept regular speaking engagements	, or are these delegated	to subordinates?	The	3
Commander does accept regular speaking engagements and	in her absence the Lieut	enant or PAO would	be utilized as a	a substitute
representative.				
(a) If experience is lacking, is the commander doing anythin	ng to correct this?		✓ Yes	□No
(3) Are supervisors involved in the community?			☑ Yes	□No
(a) Do they make public appearances?				☐ No
(b) Is training provided for those who lack experience?			✓ Yes	☐ No
(4) Are all supervisors aware of strategic goals and the approach taken towards them?	the public affairs progra	m has	☑ Yes	□No
(a) Are action steps being addressed in a timely manner?			✓ Yes	☐ No

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AREA MANAGEMENT EVALUATION

PUBLIC	REACTION	
CHP 453H	(Rev. 5-06) OPI 009	

d.		all employees encouraged to understand and participate in public affairs programs?	☑ Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	□No

Destroy Previous Editions

Memorandum

Date:

August 25, 2008

To:

Border Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Capistrano Area

File No.:

690.11756.11027

Subject:

CHAPTER 8, PUBLIC REACTION SELF INSPECTION

This memorandum has been prepared as certification of the Capistrano Area's completion of the Chapter 8, Public Reaction self inspection for the third quarter of 2008. Accompanying this memorandum is the Area's completed CHP 453H, Area Management Evaluation form, documenting the self inspection.

If you have any need for assistance or further questions regarding this matter, please contact Sergeant Speros A. Doumas, #11027, at (949) 487-4000.

S. HOUSTON, Captain

Commander

Attachments

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
626	Border	
EVALUATED BY		DATE
Sgt. M. Kirchh	of	09/22/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Informal Evaluation				SUSPENSE DATE 09/22/2008				
FOLLO	LOW-UP REQUIRED Correction Report Yes ☑ No BY		Correction Report	COMMANDER'S REVIEW		9-22-08		
1. COMMUNITY OPINION				EVALUATED Yes	ACTION REQUIRED NO	CORRECTED		
а.	Н	ow does the community a	s a whole feel about the Departmer	nt? The communi	ty has a very positive opi	inion of the C	alifornia	
	Н	ighway Patrol. The Depa	artment is invited to participate in n	nany community events a	and functions.			
	(1) Do all sectors of the community have the same opinion?						☐ No	
b. Has good rapport been established with leaders within the community?						✓ Yes	☐ No	
c. Do people believe the Department represents their best interests?						√ Yes	☐ No	
d.	d. Does the Department have the reputation of impartially enforcing laws?						☐ No	
е.	e. Do people in the community feel the Department is doing a good job?						☐ No	
f.	Но	w does the reputation of	the Department compare with other	r agencies in the area?	rea? In the Imperial Valley, the			
	De	epartment enjoys a greate	r reputation than many of the local	allied agencies.				
2. TH	IE O	FFICER AND PUBLIC C	ONTACTS	EVALUATED Yes	ACTION REQUIRED	CORRECTED		
а.	B. What procedures have been established to handle positive and/or negative comments by pleased/displeased mo					notorists?	Positive	
	an	d/or negative comments a	are discussed with the employee and	d documented appropria	tely.			
	(1) What is the ratio of compliments to complaints? CIF averages 1 citizen's complaint annually.							
	(2)	Does it appear officers a	are making successful public conta	cts?		✓ Yes	☐ No	
	(3)	Is recognition given to the	ne complimented officers?			√ Yes	☐ No	
		(a) How? verbally, on	100 forms, and 118s.					
	(4)	Has an effort been made	e to determine why some officers a	re more successful at po	ositive public contacts?	☑ Yes	☐ No	
	(5)	Are officers with patterns	s of complaints provided with corre	ctive training and direction	on?	☑ Yes	No	
b.	Bas	Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?						
	Fac	cility personnel are very r	esponsive to the public's need for a	ssistance.	110 2011			
	,,,,	NAME 12 11 12 12 12 12 12 12 12 12 12 12 12		A (" ^	TTL . 11' . 1			
	(1)		e public appearing at court regardi		The public under	rsiands that oi	т.	
		enforcement efforts are	directed toward making the comme	ercial transportation indu	stry sater.			

AREA MANAGEMENT EVALUATION

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GIT 435H (Reviews) of 1988			
(2) What, if any, other methods are utilized to determine public opinion of Area officers	s? None.		
EVALUATED	ACTION REQUIRED	CORRECTED	
3. NEWS MEDIA. Yes	No		
a. Have guidelines been established to foster harmonious relations with the new media?		√ Yes	☐ No
(1) Does the media treat the Department favorably?		✓ Yes	☐ No
(2) Are media representatives satisfied with their relationship with the Department?		✓ Yes	☐ No
(a) Has good rapport been established between Area personnel and the media?		☑ Yes	☐ No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable	e?	☑ Yes	☐ No
b. Have procedures been established for the routine dissemination of accident/incident in	formation?	✓ Yes	☐ No
(1) Is "Code 20" or a similar device used for more spectacular incidents?		✓ Yes	☐ No
(a) How are other kinds of news information disseminated to the media?	Through personal te	elephone comn	nunications
and faxes.			
c. Are there specially prepared and coordinated programs to handle specific traffic proble	ms?	✓ Yes	☐ No
(1) Are multi-lingual programs emphasized?		✓ Yes	☐ No
(2) Are public affairs press releases distributed to the public in a timely manner?		☑ Yes	☐ No
(3) Is there adequate media involvement at local Area events?		☑ Yes	☐ No
d. How are releases produced by headquarters distributed? They are briefed to our	personnel, posted, and	routed to the	Area Public
Affairs officer.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the	e needs of the media?	√ Yes	☐ No
(2) Who is responsible to monitor the media for items concerning the Department?	Area Public Af	fairs Officer Jo	eff Even.
(a) Are significant items sent to headquarters?		✓ Yes	☐ No
(3) Are harmonious relations established and maintained with the media by the PAO?		✓ Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities?		√ Yes	☐ No
4. SCHOOLS EVALUATED No	ACTION REQUIRED	CORRECTED	
a. Has the commander identified problems that should be resolved through the public affa	irs program?	Yes	☐ No
(1) Who supervises the program?		Yes	☐ No
(2) Is preplanning evident in the school program?		☐ Yes	☐ No
(3) Is the program designed and directed toward the solution of specific problems?		Yes	☐ No
(4) Are activities discussed and planned with school administrators?		Yes	☐ No
(5) Has the program been approved by the commander?		Yes	□ No

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CHE	4001	(Nev. 5-00) Of 1 003			
	(6)	Does the program follow departmental priorities?		Yes	☐ No
	(7)	Are all grade levels included?		Yes	☐ No
	(8)	How is the success of the program measured?			
	(9)	Is it successful?		☐ Yes	☐ No
	(10) Are activities coordinated in conjunction with Division recru	uitment efforts?	Yes	☐ No
5.	PUB	LIC AFFAIRS PROGRAM	Yes ACTION REQUIRED	CORRECTED	
а.	На	s the commander identified problems that should be resolved	through the Public Affairs Program?	✓ Yes	☐ No
	(1)	Does the Public Affairs Program reach all appropriate group	os within the community?	✓ Yes	☐ No
	(2)	Are ethnic groups' problems considered?		✓ Yes	☐ No
	(3)	Are bilingual officers utilized?		✓ Yes	☐ No
	(4)	Is the current Strategic Plan emphasized when and where a	ppropriate?	✓ Yes	☐ No
b.	Do	es the commander keep the PAO fully briefed on current situa	ations which may be newsworthy?	✓ Yes	☐ No
	(1)	Does the PAO report directly to the commander on public at	ffairs matters?	☑ Yes	☐ No
	(2)	Does the PAO concentrate most of his/her efforts toward str	ategic goals other departmental concerns?	☑ Yes	□ No
	(3)	Does the PAO review the Strategic Plan quarterly?		☑ Yes	☐ No
	(4)	What action does the commander initiate when the goals of	the Strategic Plan are not adequately addr	essed? Isu	ies of
		concern are discussed with staff, reinforced at briefings and	on evaluations. Alternate action plans are	implemented if n	ecessary.
,	-				
	(5)	Is the PAO addressing issues assigned to him/her in a time	y manner?	✓ Yes	☐ No
c.	ls th	ne commander involved in public contacts?		✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council,	etc.?	✓ Yes	☐ No
	(2)	Does the commander accept regular speaking engagement	s, or are these delegated to subordinates?	Th	e
		commander only delegates when a subordinate may have ad-	ditional knowledge relative to a specific are	ea of concern.	
		(a) If experience is lacking, is the commander doing anything	ng to correct this?	✓ Yes	☐ No
	(3)	Are supervisors involved in the community?	(4)	✓ Yes	☐ No
		(a) Do they make public appearances?		√ Yes	☐ No
		(b) Is training provided for those who lack experience?		☑ Yes	☐ No
	(4)	Are all supervisors aware of strategic goals and the approactaken towards them?	h the public affairs program has	✓ Yes	☐ No
		(a) Are action steps being addressed in a timely manner?	200	☑ Yes	☐ No

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d.	Are	all employees encouraged to understand and participate in public affairs programs?	☑ Yes	☐ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	√ Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	☐ No

Section 4 (Schools) was not evaluated as the local field CHP Area (El Centro) is responsible for maintaining a local school program.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATIO

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
San Onofre I.F.	Border	651
EVALUATED BY	1 202 (000) 200 (11)	DATE
Sergeant Leslie Laz	0	08/20/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		ans/nearings is very high, estimated at 90-95%.		
court appearances and t	he conviction rate in compensal	ng Area officers? There have been no know comprails/hearings is very high, estimated at 90-95%.	olaints gener	ated from
(1) What is the opinion of th	e public appearing at court recent	one. Additionally, mechanical repairs minimize li	ability to the	company.
truck at fault accidents and	make the highways and a	Facility personnel and generally understand the e	enforcement	is to reduce
drivers and carriers are same	registion of the Area off	ice to clear citations, what is the general opinion o	f Area office	rs? The
Based on information from	ns of complaints provided with corre	ective training and direction?	✓ Yes	□No
(5) Are officers with patter	os of complaints	are more successful at positive public contacts?	✓ Yes	□ No
(4) Has an effort been made	do to detain i	v evaluation and/or commendable incident report.		
	the complimented officers?		✓ Yes	□No
	s are making successful public cont	acts?	✓ Yes	□No
(2) Does it appear attended	Positive co	ompliments far out weigh complaints, by greater t	han 10-1.	
1) What is the ratio of co	result of commercial enforcement a	t the scales. Supervisors personally monitor public	and officer	interaction.
most public contacts are	received to handle positive a	nd/or negative comments by pleased/displeased n	notorists? 🗚	At the Facili
THE OFFICER AND PUBLIC		EVALUATED ACTION REQUIRED NO	CORRECTE	
THE OFFICER AND PURPOSE	y are viewed as professional partne	ers and have an excellent working relationship wit	th the comm	unity.
Diego and Orange Comme	or the Department compare with of	her agencies in the area? The Department and al	lied agencie	s in San
f. How does the reputation	nity feel the Department is doing a	good job?	✓ Yes	□No
	ve the reputation of impartially enfo		✓ Yes	□No
	epartment represents their best inte		✓ Yes	□No
c. Do people helique the D	established with leaders within the	community?	✓ Yes	□No
			☑ Yes	□No
(1) Do all sectors of the	th the trucking industry and the con e community have the same opinion	nmunity as a whole.		
excellent reputation with	th the true king is a large with the true king is a	ment? The Facility and the Department's Comme	rcial progran	n enjoys an
a. How does the commun	ity as a whole feel about the Daw	X		
I. COMMUNITY OPINION		Lieutenant R. Rennie, #9113 EVALUATED ACTION REQUIRED	9-	Z-08
Yes No	BY	7 243 4	DATE	
FOLLOW-UP REQUIRED	☐ Correction Report	09/01/2008 COMMANDER'S REVIEW	la cre	
Formal Evaluation] Informal Evaluation	SUSPENSE DATE		

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(2) What, if any, other methods are utilized to determine p	ublic opinion of Area offic	ers? Public remarks, inc	dustry comm	ents, and
supervisory observations. Additionally, the minimal numb	per of citizen's complaint	s is an indicator of public	satisfaction	
3. NEWS MEDIA	EVALUATED	ACTION REQUIRED NO	CORRECT	ED
A. Have guidelines been established to foster harmonious rela	tions with the new media	?	✓ Yes	□No
(1) Does the media treat the Department favorably?			✓ Yes	□No
(2) Are media representatives satisfied with their relationsh	ip with the Department?		✓ Yes	□No
(a) Has good rapport been established between Area	personnel and the media	?	✓ Yes	□No
(3) Have personnel emphasized the Strategic Plan goals w	hen possible and applica	ble?	✓Yes	□No
b. Have procedures been established for the routine dissemina	ition of accident/incident	information?	✓ Yes	□No
(1) Is "Code 20" or a similar device used for more spectacu	lar incidents?		✓ Yes	□No
(a) How are other kinds of news information dissemination	ted to the media? Routing	ne press releases are gene	eral handled	though the
public affairs officer at the Oceanside Area. Commerci				
c. Are there specially prepared and coordinated programs to ha	ndle specific traffic probl	ems?	✓ Yes	□No
(1) Are multi-lingual programs emphasized?			✓ Yes	□No
(2) Are public affairs press releases distributed to the public	in a timely manner?		✓ Yes	□No
(3) Is there adequate media involvement at local Area events	s?		✓ Yes	□No
d. How are releases produced by headquarters distributed? Th	ey are distributed though	the public affairs office	r at the Ocea	anside Area.
Commercial related public information bulletins and handous				
inspection sheds. Additionally, inspectors and officers relay i	nformation to drivers reg	garding commercial mat	ters.	
(1) Is there follow-up to ensure releases are received in a tim	ely manner, and meet th	e needs of the media?	✓ Yes	□No
(2) Who is responsible to monitor the media for items concern	ning the Department? T	ne Facility Commander	and the Publ	ic Affairs/
Training officer. Supervisors also monitor local news for	r commercial related stor	ies of interest.		
(a) Are significant items sent to headquarters?			✓ Yes	□No
(3) Are harmonious relations established and maintained with	the media by the PAO?		✓ Yes	□No
(4) Are strategic goals emphasized at PAO/TMC activities?	- v		✓ Yes	□No
SCHOOLS	Not applicable	ACTION REQUIRED	CORRECTED	
a. Has the commander identified problems that should be resolve			☐ Yes	□No
(1) Who supervises the program?			☐ Yes	 □ No
(2) Is preplanning evident in the school program?			 ☐ Yes	□No
(3) Is the program designed and directed toward the solution o	f specific problems?		Yes	□No
(4) Are activities discussed and planned with school administra			Yes	□No
(5) Has the program been approved by the commander?			Yes	□ No
				<u></u>

AREA MANAGEMENT EVALUATION

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(6) Does the program follow departmental priorities?				Эe Пи-
(7) Are all grade levels included?				
(8) How is the success of the program measured?			Y€	es 🗌 No
(9) Is it successful?				
(10) Are activities coordinated in conjunction with Divisio	n recruitment effects		☐ Ye	s 🗌 No
5. PUBLIC AFFAIRS PROGRAM	EVALUATED	ACTION REQUIRED	☐ Ye:	
A. Has the commander identified problems that should be res	X	40.00	CORRECT	ED
(1) Does the Public Affairs Program reach all appropriate	solved through the Public	Affairs Program?	✓ Yes	□No
(2) Are ethnic groups' problems considered?	groups within the commu	nity?	✓ Yes	□ No
(3) Are bilingual officers utilized?			✓ Yes	□No
(4) Is the current Strategic Plan emphasized when and wh			✓ Yes	□No
b. Does the commander keep the PAO fully brief d	ere appropriate?		✓ Yes	☐ No
b. Does the commander keep the PAO fully briefed on current(1) Does the PAO report directly to the commander on pub	situations which may be	newsworthy?	✓ Yes	□No
(2) Does the PAO concentrate most of his/har # 1	lic affairs matters?		✓ Yes	□No
(2) Does the PAO concentrate most of his/her efforts towar (3) Does the PAO review the Strategic Plan quarterly?	d strategic goals other de	partmental concerns?	✓ Yes	□No
			✓ Yes	□No
(4) What action does the commander initiate when the goals	s of the Strategic Plan are	not adequately address	sed? During	training da
and briefing, employees are advised of expectations and	d goal related issues. Sho	uld employees not meet	expectations	, supervisor
and document deficie	ncies on monthly evaluat	ions. Progressive discip	oline steps are	utilized.
(5) Is the PAO addressing issues assigned to him/her in a tir . Is the commander involved in public contacts?	mely manner?		✓ Yes	□No
			✓ Yes	□No
(1) Is membership maintained in a service club, safety counc	sil, etc.?		☐ Yes	☑ No
(2) Does the commander accept regular speaking engageme	ints, or are these delegate	ed to subordinates? The	e Oceanside A	\rea
officer handles most all c	community speaking enga	gements Should a read	est from the	trucking
and a racing Commander, supervisors or Pu	iblic Affairs officer would	d handle the event.	7.55	
(a) If experience is lacking, is the commander doing anyth	hing to correct this?		☐ Yes [] No
(3) Are supervisors involved in the community?] No
(a) Do they make public appearances?				□ No
(b) Is training provided for those who lack experience?] No
(4) Are all supervisors aware of strategic goals and the approad taken towards them?	ch the public affairs progr	am has		
The stands (IICIII)				_
(a) Are action steps being addressed in a timely manner?			☑ Yes ☐] No

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PUBLIC REACTION

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d.	Are	all employees encouraged to understand and participate in public affairs programs?		
			✓ Yes	☐ No
,	,	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?		
(2)	Are employees	✓ Yes	☐ No
	_,	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?		
		750	✓ Yes	☐ No

1. COMMUNITY OPINION

The community has a very positive impression of the Department and the Department's commercial vehicle program. San Onofre Inspection Facility enjoys a good rapport with the trucking industry which is enhanced through proficient, impartial, and courteous contacts. request the Facility to conduct voluntary safety inspections, which are conducted in a professional and expedient manner. Bonds with community Truck drivers frequently leaders and allied agencies are strongest with representatives from the United States Border Patrol, the United States Marines at Camp Pendleton, Caltrans, State Board of Equalization, California Air Resources Board (ARB), Federal Motor Carrier Safety Administration (FMCSA), Department of Forestry and the San Diego and Orange County Sheriff's Departments. Personnel from these organizations interact with Facility employees regularly on issues of mutual concern. On several occasions, the Command has accommodated requests from FMCSA and ARB to conduct Level I inspections at the Facility. Additionally, the Area Commander and two sergeants are members of the Critical Incident Investigations Team, which has led to many supportive business relationships with police agencies

2. THE EMPLOYEE AND PUBLIC CONTACTS

All uniformed employees receive Public Records Act training and comply with a well established procedure to document comments and requests from the public. Requests for documentation and citizen complaints are personally handled by the supervisors or the Area Commander. Favorable comments received either in writing or verbally are relayed to the individual employee by use of the monthly Commercial Activity Summary (CHP 100 c) or by having the employee sign the written comments and placing the letter in their field folder. San Onofre Inspection Facility typically investigates only one or two citizen complaints per year and receives very few commendable letters from commercial drivers. Facility supervisors do, however, receive many favorable verbal commendations from the drivers when feedback is solicited at the Facility. Due to the small number of complaints against employees, it has not been necessary to look for and identify complaint patterns. A large portion of the commercial drivers at the Facility, speak Spanish and depend upon translation services to communicate. Nearly a third of Facility personnel are bi-lingual and assist the non-English speaking motorists.

AREA MANAGEMENT EVALUATION, SAN ONOFRE INSPECTION FACILITY PUBLIC REACTION

3. NEWS MEDIA

Oceanside Area handles media relations for incidents occurring on the freeway adjacent to the scales. If a significant incident should occur at the Facility, the Public Relations/Training officer would handle media relations and the press release. The media treats the Department very favorably and relations are strong with all of the media outlets in the San Diego area, as well as in Orange County. Special programs involving the Strategic Plan are adequately covered by Area offices and Headquarters.

4. SCHOOL

School programs are coordinated through the Oceanside Area. Occasionally, with approval of the Commander, Facility personnel are granted permission to attend local school presentations or career fairs during their work shift. These requests are infrequent and often involve employees' children or family members.

5. PUBLIC AFFAIRS PROGRAM

Public affairs matters are the responsibility of the Oceanside Area; however it is not uncommon for Facility personnel to assist with programs that deal with the commercial industry. A prime example is the Department's Commercial Industry Education Program (CIEP). The Facility has two employees, an MRE and CVIS, who are trained and take part in this statewide program which provides complimentary training to the trucking wish to tour our Facility has opened its doors to businesses who employees. Conway Trucking and Troops to Truckers are two such regular patrons who have take advantage of the on-site program. Area employees are encouraged to be involved in community activities and a few mentor to America, Little League Baseball, United States Air Force Civil Air Patrol and Pop Warner Football.

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DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION	L & O	GO 1	NUMBER	,
PUBLIC REACTION CHP 453H (Rev. 5-06) OPI 009	B. Kinzy	B. PENNINGS	DATE 7	08
INSTRUCTIONS: Indicate items reviewed by placing a check form is used as a Correction Report, the "Correction" box show individual items with "yes" or "no" answers, or fill in the blanks can be placed on the CHP 454, Area Management Evaluation accomplishments or corrective actions, unresolved items, proform can be completed in pen or pencil, and the Supplement of the complete of EVALUATION	uld be initialed and dat as indicated. If addition Supplement. The Supplems or progress, and	ed as deficiencies are onal comments are neo oplement should includ the evaluator's overal	corrected. A cessary, the le significan	Answer information t findings,
Formal Evaluation Informal Evaluation				/
Correction Report Yes No BY	COMMANDER'S REVIEW		DATE 8	68
1. COMMUNITY OPINION	EVALUATED	ACTION REQUIRED	CORRÉCTED	
a. How does the community as a whole feel about the Departme	ent? PosiTIVE			
(1) Do all sectors of the community have the same opinion?			Yes	□No
b. Has good rapport been established with leaders within the cor	mmunity?		Yes	□ No
c. Do people believe the Department represents their best intere	ests?		Yes	☐ No
d. Does the Department have the reputation of impartially enforc	sing laws?		Yes	☐ No
e. Do people in the community feel the Department is doing a go	ood job?		Yes	☐ No
f. How does the reputation of the Department compare with other	er agencies in the area?	MORE POSITIVE	r	
2. THE OFFICER AND PUBLIC CONTACTS	EVALUATED	ACTION REQUIRED	CORRECTED	
a. What procedures have been established to handle positive an	nd/or negative comments	by pleased/displeased r	notorists?	
CITIZENS COMPLAINT PRICESS FOLLOWES	•			
(1) What is the ratio of compliments to complaints?				
(2) Does it appear officers are making successful public conta	acts?		Yes	☐ No
(3) Is recognition given to the complimented officers?			Yes	☐ No
(a) How? Copy Places In Pros. Files		(a)		
(4) Has an effort been made to determine why some officers	are more successful at p	ositive public contacts?	Yes	☐ No
(5) Are officers with patterns of complaints provided with corre	ective training and direct	ion?	Yes	☐ No
b. Based on information from the public appearing at the Area of	fice to clear citations, wh	at is the general opinion	of Area office	ers?
POSITIVE				
(1) What is the opinion of the public appearing at court regard	ding Area officers?			
POSITIVE				
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STATE OF CALIFORNIA

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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(2) What, if any, other methods are utilized to determine public opinion of Area officers? **EVALUATED** ACTION REQUIRED CORRECTED 3. NEWS MEDIA 20 Yes □ No a. Have guidelines been established to foster harmonious relations with the new media? (1) Does the media treat the Department favorably? Yes No X Yes No (2) Are media representatives satisfied with their relationship with the Department? XYes No (a) Has good rapport been established between Area personnel and the media? Yes ☐ No (3) Have personnel emphasized the Strategic Plan goals when possible and applicable? b. Have procedures been established for the routine dissemination of accident/incident information? Yes No Yes No (1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? FAX AND E-MAILS c. Are there specially prepared and coordinated programs to handle specific traffic problems? Yes No X Yes No (1) Are multi-lingual programs emphasized? (2) Are public affairs press releases distributed to the public in a timely manner? X∕Yes No Yes No (3) Is there adequate media involvement at local Area events? d. How are releases produced by headquarters distributed? FAX, E-MAIL, PHONE, AND IN PERSON ∑∕Yes No (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? PUBLIC AFFAIRS OFFICER (a) Are significant items sent to headquarters? Yes Yes ☐ No X Yes ☐ No Are harmonious relations established and maintained with the media by the PAO? Yes No (4) Are strategic goals emphasized at PAO/TMC activities? CORRECTED **EVALUATED** ACTION REQUIRED 4. SCHOOLS X Yes No a. Has the commander identified problems that should be resolved through the public affairs program? □ No (1) Who supervises the program? Yes Yes No (2) Is preplanning evident in the school program? Yes ☐ No Is the program designed and directed toward the solution of specific problems? Yes Yes ☐ No (4) Are activities discussed and planned with school administrators? (5) Has the program been approved by the commander? Yes _ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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(6) Does the program follow departmental priorities?			Yes	☐ No
(7) Are all grade levels included?			Yes	☐ No
(8) How is the success of the program measured?				
	STUDENT, PARENT, AND SCHOOL	OL SE CARVE	US		
(9			7	Yes	☐ No
(1	Are activities coordinated in conjunction with Division reci	ruitment efforts?		XYes	☐ No
5. PUB	BLIC AFFAIRS PROGRAM	EVALUATED	ACTION REQUIRED	CORRECTED	
a. Ha	as the commander identified problems that should be resolve	d through the Public Affa	irs Program?	Yes	☐ No
(1)	Does the Public Affairs Program reach all appropriate grou	ps within the community'	?	Yes	☐ No
(2)	Are ethnic groups' problems considered?			Yes	☐ No
(3)	Are bilingual officers utilized?			⊠ Yes	☐ No
(4)	Is the current Strategic Plan emphasized when and where	appropriate?		Yes	☐ No
b. Do	pes the commander keep the PAO fully briefed on current situ	uations which may be nev	vsworthy?	X Yes	☐ No
(1)	Does the PAO report directly to the commander on public a	affairs matters?		Yes	☐ No
(2)	Does the PAO concentrate most of his/her efforts toward s	trategic goals other depa	rtmental concerns?	Yes	☐ No
(3)	Does the PAO review the Strategic Plan quarterly?			Yes	☐ No
(4)	What action does the commander initiate when the goals o	of the Strategic Plan are n	ot adequately address	sed?	
	SPECIAL ENFORCEMENT TEAM WIT	TH MEDIA CO	DUERAGE		
	IE: PRESS RELEASE, INTERVIEWS				
(5)				Yes	☐ No
c. Is t	he commander involved in public contacts?			Yes	☐ No
(1)	Is membership maintained in a service club, safety council,	, etc.?		Yes	☐ No
(2)	Does the commander accept regular speaking engagemen	ts, or are these delegate	d to subordinates?		
	SOME ARE HANDLED BY THE CO.	MMANDER, SO	ME ARE		
	PELECATED DEPENDENT ON THE				
	(a) If experience is lacking, is the commander doing anyth	ing to correct this?		∀es	☐ No
(3)	Are supervisors involved in the community?			Yes	☐ No
	(a) Do they make public appearances?			Yes	☐ No
	(b) Is training provided for those who lack experience?			Yes	☐ No
(4)	Are all supervisors aware of strategic goals and the approataken towards them?	ch the public affairs prog	ram has	∑XYes	☐ No
	(a) Are action steps being addressed in a timely manner?			YYes	☐ No

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DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

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d.	Are	all employees encouraged to understand and participate in public affairs programs?	Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	⊠ Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	∑ Yes	□ No

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